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Docket No. 01-0362
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Ascendtel, LLC :
:
Application for a certificate of :
local authority :
to operate as a (reseller or facilities :
based carrier) of telecommunications :
services in (list specific area) in the :
State of Illinois. :

AMENDED
APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER

Case # 01-0362

GENERAL

1. Applicant's Name(including d/b/a, if any)

FEIN # 36-4430418

Ascendtel, LLC

Address: Street 524 15th St.

City Moline State/Zip 61265

2. Authority Requested: (Mark all that apply) X 13-403 Facilities Based Interexchange

X 13-404 Resale of Local and/or Interexchange

X 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

X Part 710 Uniform System of Accounts for Telecommunications Carriers

X Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits, Termination
of Service and Issuance of Telephone Directories for Local Exchange
Telecommunications Carriers in the State of Illinois

 X Section 735.180 Directories

 Other

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:

- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
- (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
- (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
- (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.

5. In what area of the state does the Applicant propose to provide service?

Northwestern part of the state

6. Please attach a sheet designating contact persons to work with Staff on the following:

- a) issues related to processing this application
- b) consumer issues
- c) customer complaint resolution
- d) technical and service quality issues
- e) "tariff" and pricing issues
- f) 9-1-1 issues
- g) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

7. Please check type of organization?

 Individual

 X Corporation

 Partnership

Date corporation was formed March 22, 2001

In what state? Illinois

 Other (Specify)

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois. Please see Exhibit A.

9. List jurisdictions in which Applicant is offering service(s).

East Moline Milan
Moline Rock Island

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

 YES (Please provide details) X NO

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?

 YES X NO

If YES, describe fully. _____

12. Has Applicant provided service under any other name?

 YES X NO

If YES, please list. _____

13. Will the Applicant keep its books and records in Illinois? X YES NO
If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

Please see Exhibit C of original application.

15. List officers of Applicant.

<u>Kristina D. Harris</u>	<u>Chief Executive Officer & President</u>
<u>Roberta J. Brooke</u>	<u>Vice President of Regulatory</u>
<u>Michael D. Farrier</u>	<u>Vice President of Operations & Sales</u>
<u>Alan L. Harris</u>	<u>Executive Vice President</u>

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? ____ YES ____ X NO

If YES, list entity. _____

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

Ascendtel will bill its customers for services on a monthly basis unless otherwise agreed. All bills will be detailed, listing services, features, taxes and surcharges.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Ascendtel has established a toll-free number for customer inquiries. This number is (1 (888) 620-7873. Ascendtel will have personnel, including technical personnel, available during regular business hours to respond to inquiries about service or billing. The first level of complaint resolution will be handled by customer service. If they are unable to assist the customer, a ticket will be opened and assigned to a member of our NOC team who will be notified immediately. If the NOC is unable to assist the customer, the ticket will be escalated to VP of Operations who will address the customer within 24 hours. If there is still no resolution, the customer will be notified that they may seek assistance from the commission.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ____ X YES ____ NO

20. What telephone number(s) would a customer use to contact your company?

309-736-8000 or toll-free 888-620-7873

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

__X__ YES ____ NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

Ascendtel initially plans to market data services only. Therefore, customers will not change their preferred long distance carrier when subscribing to Ascendtel's high-speed data service. When Ascendtel begins offering voice services, it will prevent unauthorized switching of customers by obtaining appropriate authorization including, where required, a signed letter of authorization from all new customers. Ascendtel will comply with state law and the Federal Communications Commission's ("FCC") regulations governing how interexchange carriers change a consumer's Primary Interexchange Carrier. Ascendtel will also comply with FCC regulations and any applicable state laws governing how carriers may change a consumer's primary local exchange provider.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 735, 755, 756, 757, 770, and 772?

☒ YES ☐ NO (If no, please provide an explanation.)

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ YES ☐ NO

FINANCIAL

18. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

Please see Financial information as submitted with the original application

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? ☒ YES ☐ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

Ascendtel will deploy xDSL technology to provide high-speed, high quality data connections. Ascendtel proposes to provide service through its own electronic equipment collocated at ILEC central offices, by utilizing unbundled network elements and/or other transport means leased or purchased from the incumbent local exchange carrier and/or other certified carriers, and/or through the resale of the incumbent local exchange carrier and/or other carriers. Ascendtel may later construct its own switching and transmission facilities as market conditions warrant. Ascendtel proposes to install an Asynchronous Transfer Mode ("ATM") switched network to carry its data traffic. Ascendtel will establish a hub in each metropolitan area in which it provides service. The hub will be connected to Ascendtel's collocated facilities in the ILEC's central offices via appropriate interconnects, such as multiple T-1's, DS3 and/or OC3.

If NO, which facility provider(s)'s services does the Applicant intend to use?

27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

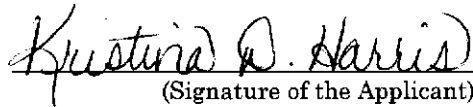
Initially, Ascendtel intends to concentrate on providing data transmission services. Applicant requests authority, however, to provide the full range of local exchange and interexchange services to permit flexibility in the expansion of its service offerings. Ascendtel will deploy xDSL (digital subscriber line) technology to provide high-speed, high quality data connections. Ascendtel's data communications services will be available on a full-time basis, twenty-four hours a day, seven days a week. Ascendtel also seeks authority to provide all forms of facilities-based and resold local exchange and facilities-based interexchange services and switched access services. Once voice services are initiated, Ascendtel will provide access to ordinary intraLATA (local access and transport area) and interLATA message toll calling, operator services, directory assistance, directory listings, and emergency services such as 911 and E911 either through its own operations or by purchasing those services from underlying carriers.

28. Will technical personnel be available at all times to assist customers with service problems?

 X YES NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? YES NO

N/A


(Signature of the Applicant)

VERIFICATION

This application shall be verified under oath.

OATH

State of Iowa)

County of Scott)

Kristina D. Harris makes oath and says that she is CEO
of Ascendtel, LLC

that she has examined the foregoing application and that to the best of her knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

Kristina D. Harris

Subscribed and sworn to before me, a Notary Public/ _____
(Title of person authorized to administer oaths)

in the State and County above named, this 14th day of June, 2001.

[Signature]

(Signature of person authorized to administer oath)

